

# FortiClient iOS - User Guide

VERSION 5.4.1

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FortiClient iOS 5.4.1 User Guide

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## Change Log

| Date       | Change Description |
|------------|--------------------|
| 2016-05-27 | Initial Release.   |
|            |                    |
|            |                    |
|            |                    |

# Introduction

FortiClient is an all-in-one comprehensive endpoint security solution that extends the power of Fortinet's Advanced Threat Protection (ATP) to end user devices. As the endpoint is the ultimate destination for malware that is seeking credentials, network access, and sensitive information, ensuring that your endpoint security combines strong prevention with detection and mitigation is critical.

This guide describes how to install and set up FortiClient iOS for the first time.

## FortiClient (iOS) Features

| Feature               | Description                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SSL VPN (Tunnel Mode) | SSL VPN in Tunnel Mode supports the following: <ul style="list-style-type: none"><li>• IPv4 and IPv6</li><li>• Full tunnel &amp; split tunnel (IP and subnet based)</li><li>• SSL realm, custom DNS server, DNS suffix</li><li>• Username &amp; password authentication</li><li>• PKI user with a personal certificate, FortiToken &amp; Client Certificate</li></ul> |
| Web Filter            | All browser traffic is supported.                                                                                                                                                                                                                                                                                                                                     |
| FortiHeartBeat        | Connect to FortiGate and FortiClient EMS for central management.                                                                                                                                                                                                                                                                                                      |



In order to use the SSL DNS server for split tunnel, the DNS suffix needs to be configured on the FortiGate side.

## Supported Platforms

FortiClient iOS is supported by iOS v9.0.0 and higher.

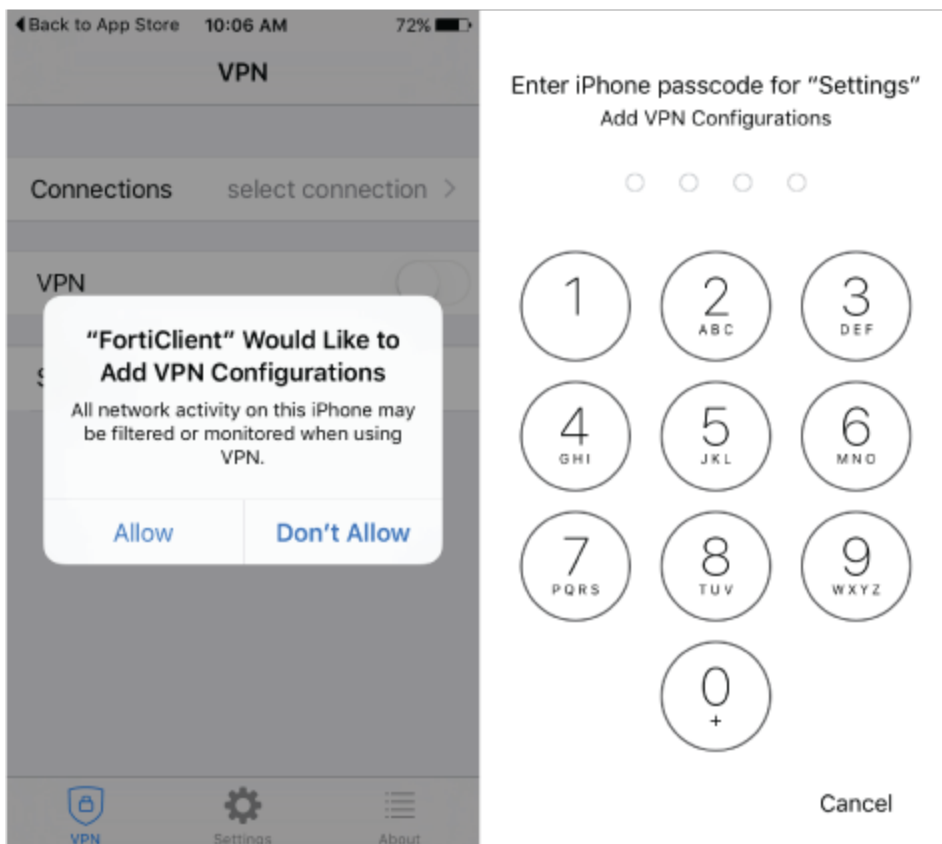
# Initial Configuration

## Running FortiClient iOS

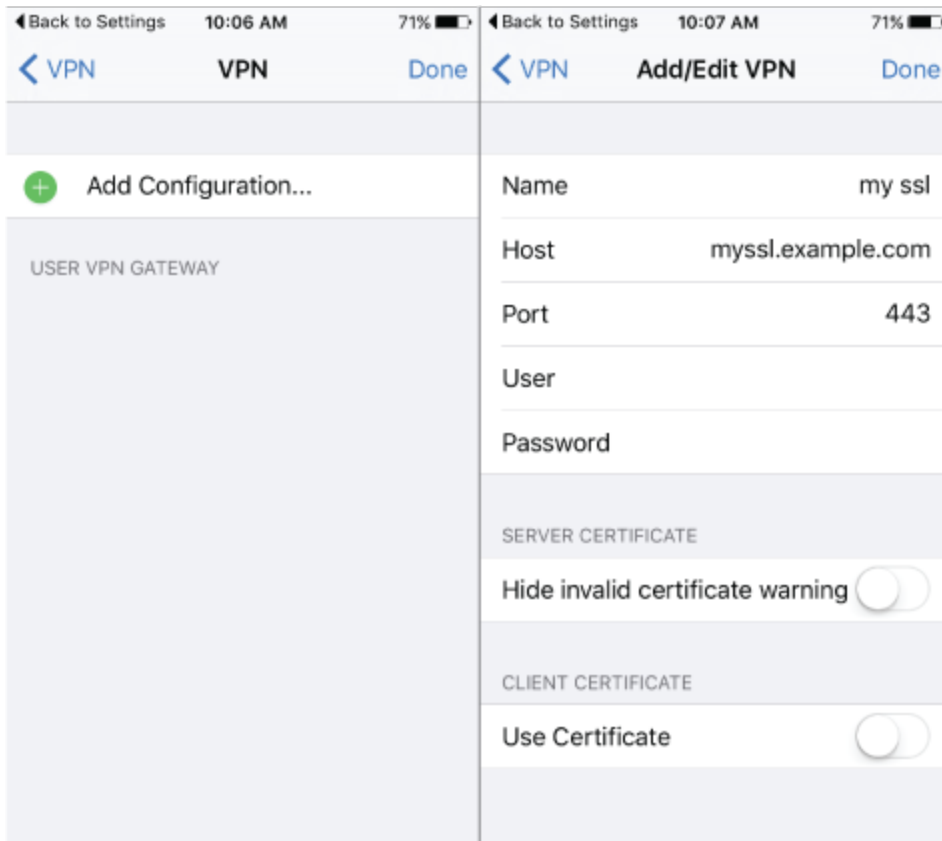
After downloading the FortiClient installer and running the application for the first time, a request to add a VPN configuration is sent.

### To add a VPN Connection:

1. In the *Add VPN Configurations* pop up window, tap *Allow* and enter your passcode.



2. Tap the *VPN* icon at the bottom of the screen to switch to VPN page.
3. Tap *Add Configuration* and configure the following:



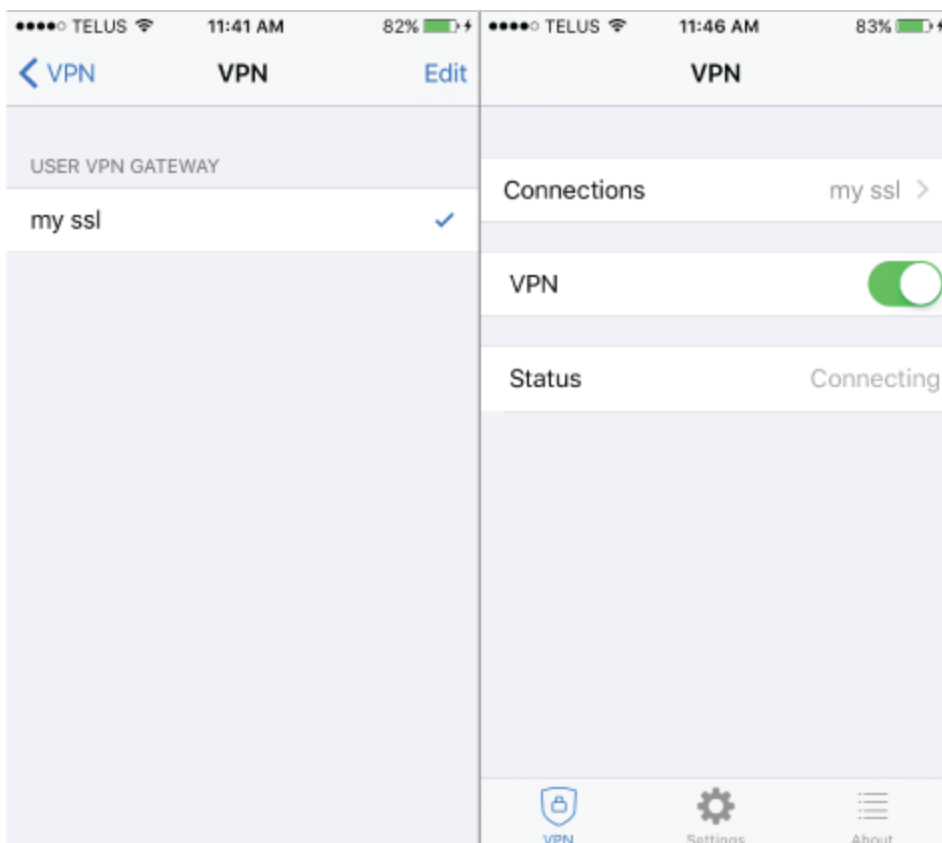
4. Tap *Done* twice.



The Name, Host and Port fields are required, but User and Password, Hide invalid certificate warning, User Certificate are optional.

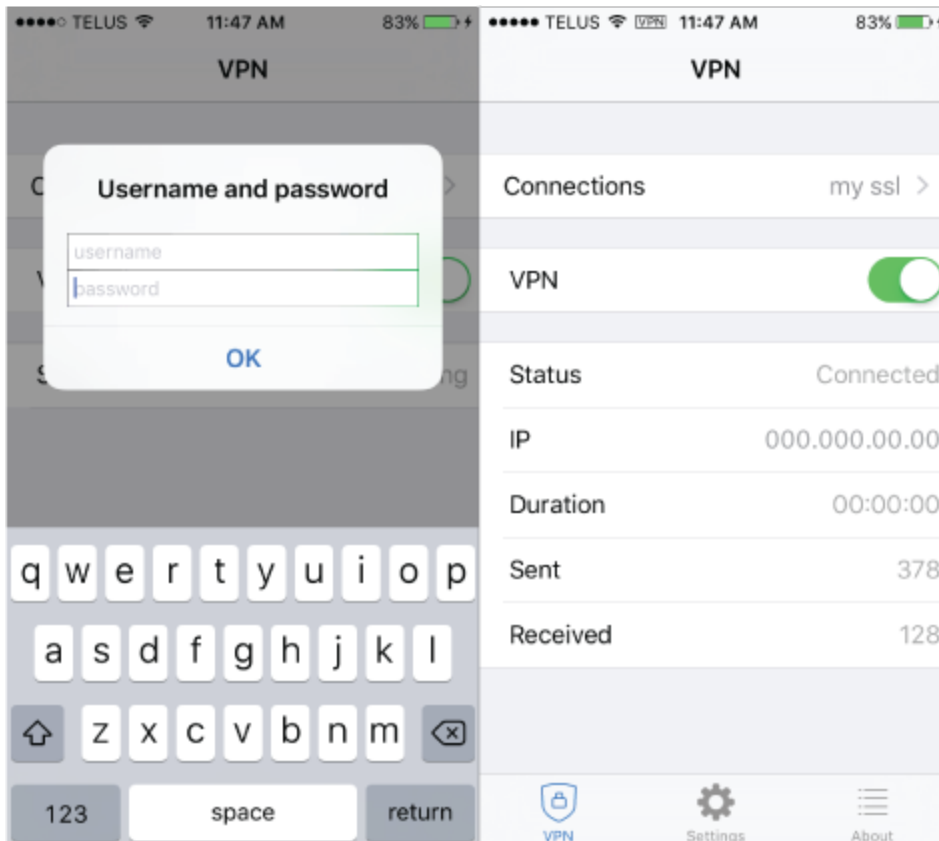
#### To enable a VPN connection:

1. Tap a *VPN connection*.  
A check mark will appear beside the VPN connection to indicate it was selected.
2. Tap the < button.
3. Swipe right to enable the VPN connection.



4. If the user and password are not already configured, enter the *username and passcode* in the pop up window.





5. Tap **OK**.

When it is connected, the tunnel interface IP, duration, bytes sent and received information will be displayed.

#### To disable a VPN connection:

1. Select the VPN connection.
2. Swipe left to disable the VPN connection.

#### To edit or delete a VPN connection:

1. Select a VPN connection.
2. Tap *Edit* or *Delete*.
3. Tap *Done* twice.

## Mobileconfig Profile

In order to enable Web Filtering, the iOS device will need to be supervised and a Mobileconfig Profile with Content Filter will need to be installed on the device.

#### Requirements:

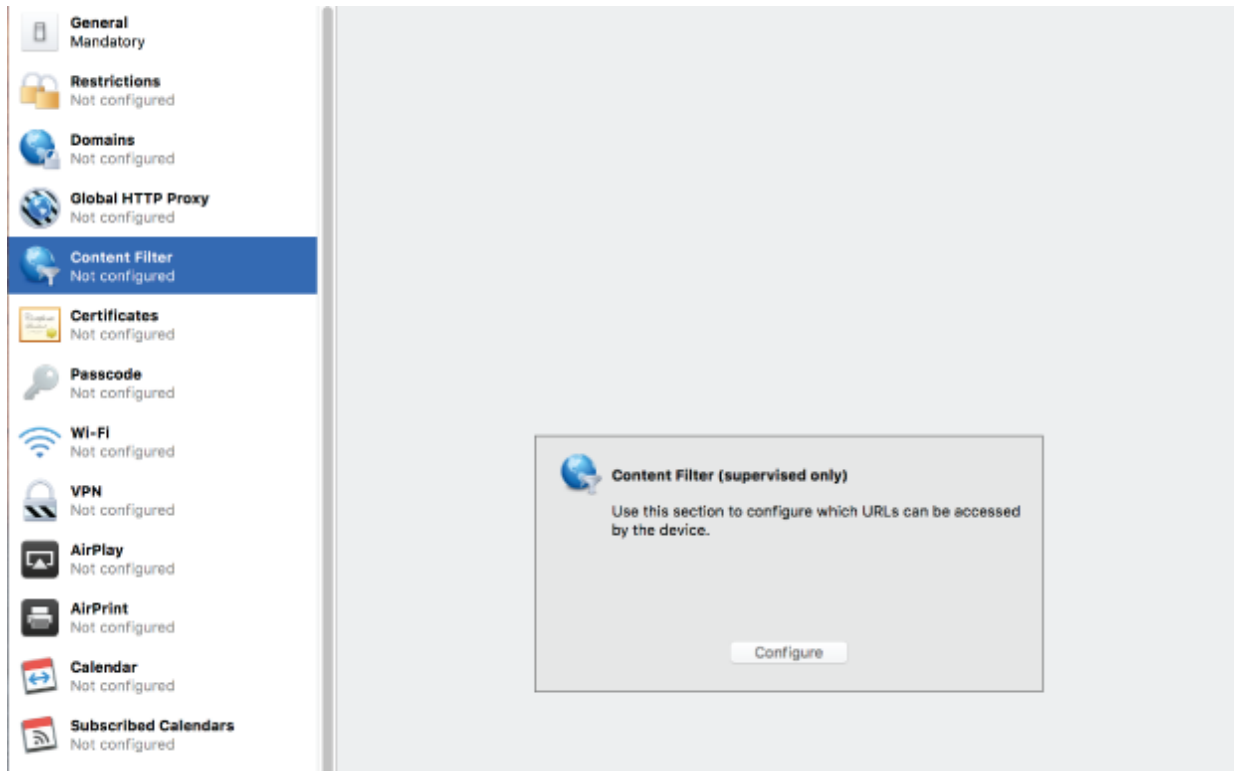
1. Apple Configurator 2 installed
2. iOS devices are supervised

### How to supervise your iOS devices:

Instructions on how to supervise your iOS devices can be found on the [Apple Configurator 2 Help](#) website.

### How to create a mobileconfig profile for FortiClient Web Filtering:

1. Launch *Apple Configurator 2*.
2. Go to *File > New Profile*.
3. Enter a *Name* for the profile.
4. Select *Content Filter* from the left panel.



5. Click *Configure*.
6. Select *Third Party App* from the *Filter Type* drop down.

7. Configure the following:

|                              |                                                   |
|------------------------------|---------------------------------------------------|
| <b>Filter Name</b>           | FortiClient                                       |
| <b>Identifier</b>            | com.fortinet.forticlient                          |
| <b>Service Address</b>       | fgd1.fortigate.com                                |
| <b>Organization</b>          | Fortinet, Inc.                                    |
| <b>User Name</b>             | TestUser                                          |
| <b>Certificate</b>           | Not applicable Certificate payload is configured. |
| <b>Filter WebKit Traffic</b> | Check the Filter WebKit Traffic box.              |
| <b>Custom Data</b>           | N/A..                                             |

9. Click *Save*.

## Web Filtering

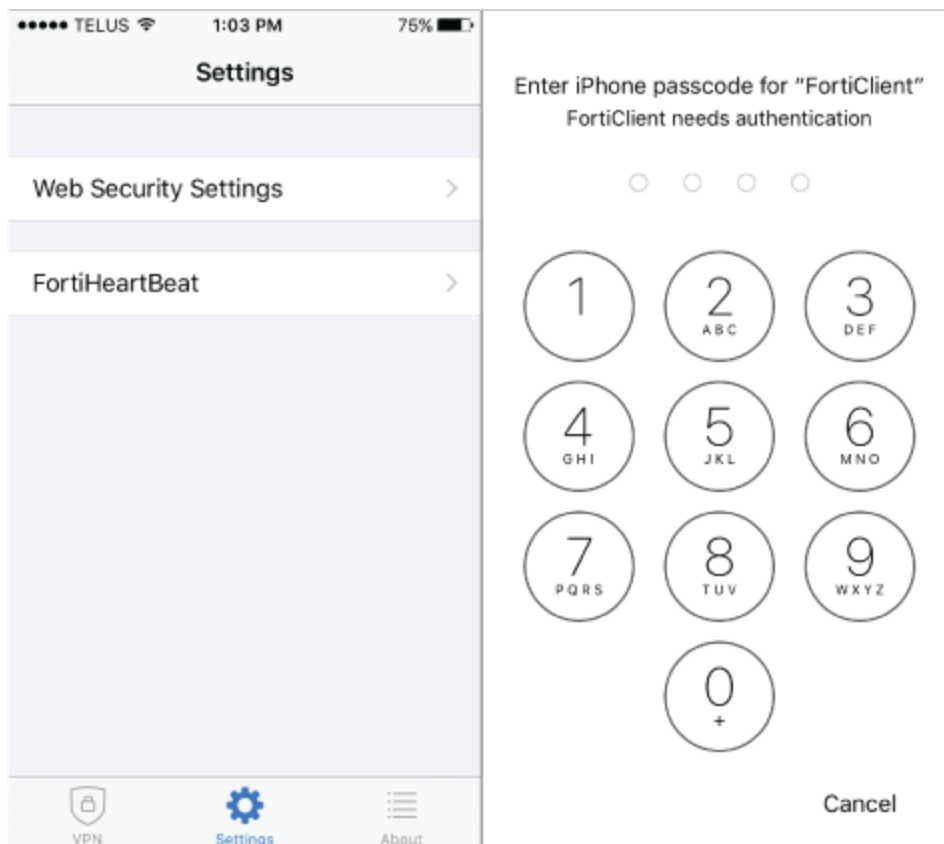


Web Filtering is disabled by default.

In order to enable Web Filtering, the iOS device will need to be supervised and a Mobileconfig Profile with Content Filter will need to be installed on the device. See [Create a Mobileconfig Profile](#).

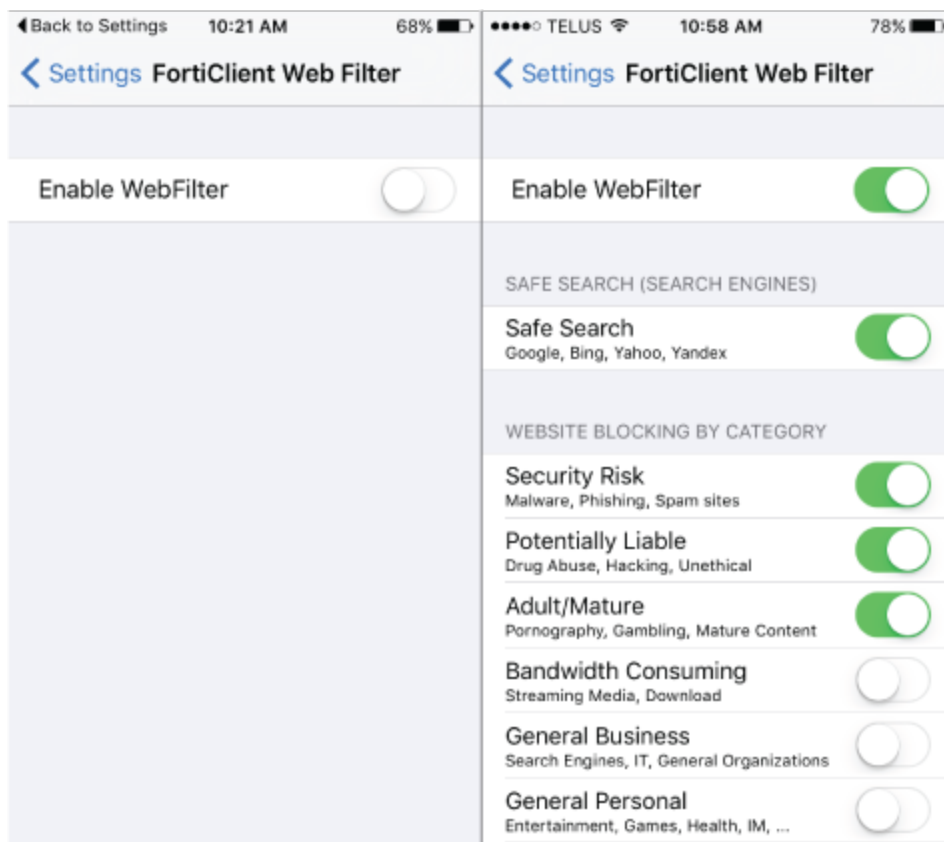
**To configure the Web Filtering settings:**

1. Tap *Settings* at the bottom of the screen.



2. Tap *Web Security Settings*.
3. Enter the passcode in the *FortiClient Authentication* pop up window.
4. Enable the *Web Filter* by swiping right.

5. Configure the *Website Blocking by Categories* to suit requirements.

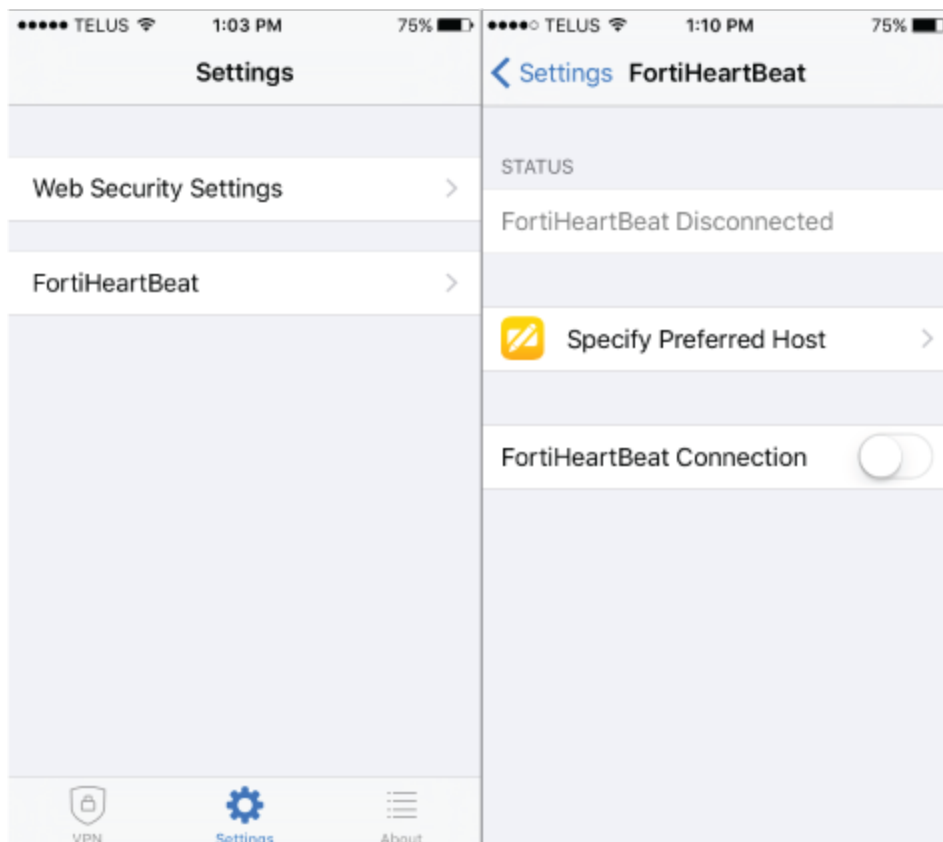


When a website is blocked, a restricted website error page will appear.

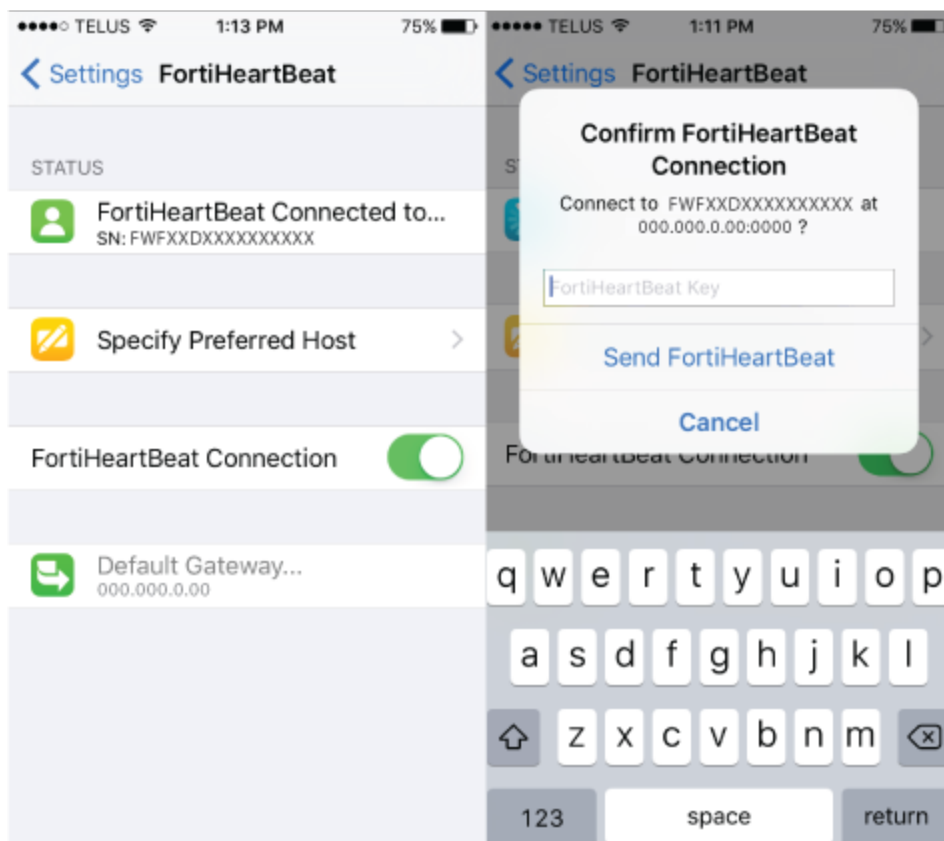
## FortiHeartBeat

To configure the FortiHeartBeat settings:

1. Tap *Settings* at the bottom of the screen.
2. Tap *FortiHeartBeat*.



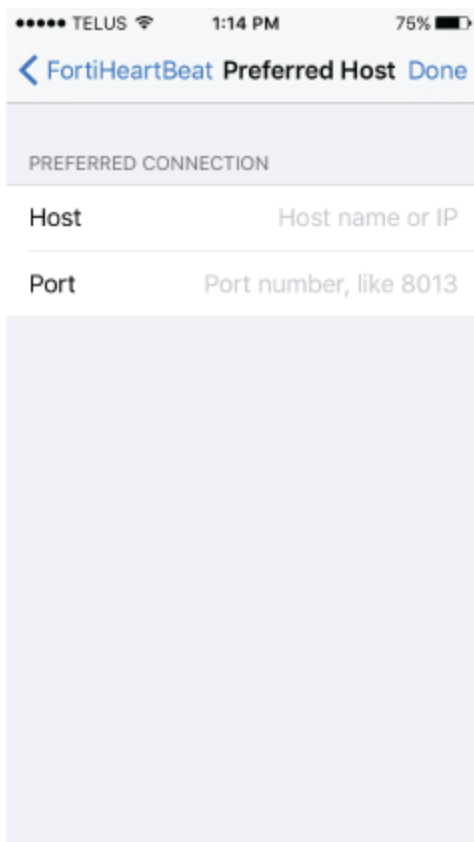
3. Enable *FortiHeartBeat* by swiping right.  
When FortiClient detects a FortiHeartBeat server, a confirmation pop up window will appear.



4. Tap *Send FortiHeartBeat* to connect to the FortiHeartBeat server.

**To specify a FortiHeartBeat server:**

1. Tap *Specify Preferred Host*.



The screenshot shows an iPhone screen with the status bar at the top displaying 'TELUS', signal strength, time '1:14 PM', and battery '75%'. The app title bar is blue with a back arrow, 'FortiHeartBeat Preferred Host', and a 'Done' button. Below the title bar is a section titled 'PREFERRED CONNECTION' in a light blue box. Under this section are two text input fields: 'Host' with the placeholder text 'Host name or IP' and 'Port' with the placeholder text 'Port number, like 8013'. Below these fields is a large, empty light blue rectangular area.

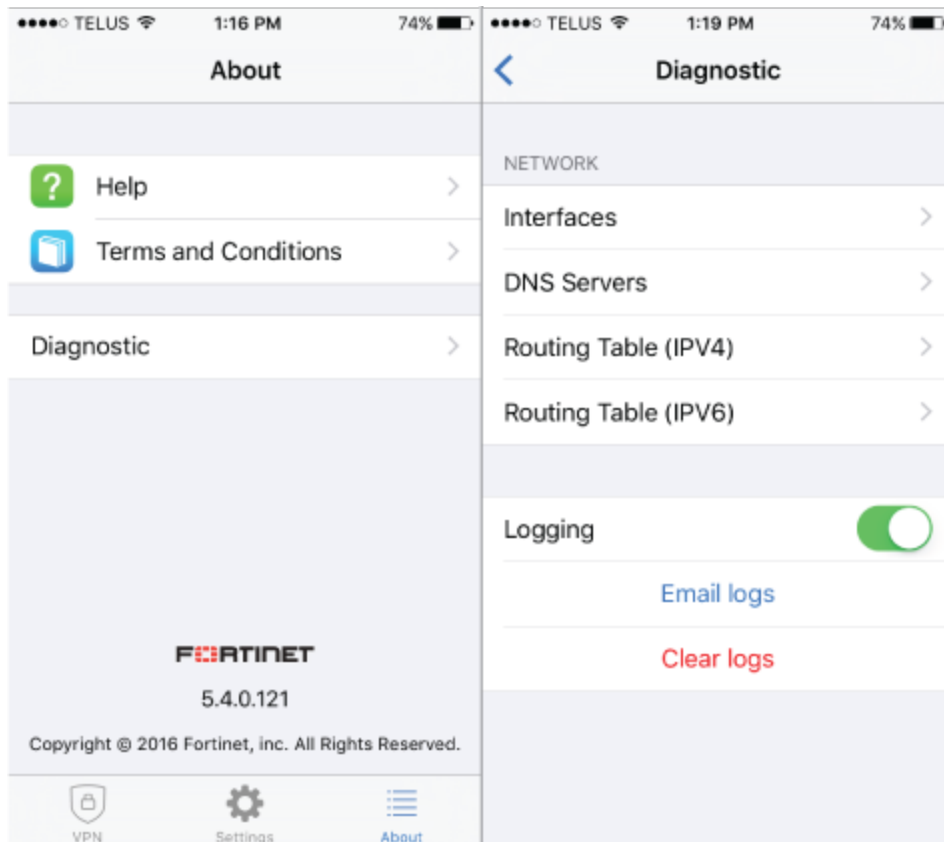
2. Enter *Host* and *Port*.
3. Tap *Done*.



# Logs

You can email FortiClient iOS logs to Fortinet.

## To email logs to Fortinet:



1. Tap *About* at the bottom of the screen.
2. Tap *Diagnostic*.
3. Swipe right to enable *Logging*.
4. Tap *Email Logs*.



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